



Quality  
Innovation  
Performance



## ASES accreditation

**Quality Innovation Performance Limited (QIP) is a not-for-profit accreditation organisation dedicated to supporting health and community services to manage safety, risk and quality through the provision of accreditation, certification and quality assurance services.**

We specialise in working with health, human and community service providers across Australia to help them achieve accreditation against a range of industry standards.

### **DCJ-funded specialist homelessness service providers in NSW**

The New South Wales Department of Communities and Justice (DCJ) requires all DCJ-funded specialist homelessness service providers to be accredited by 30 June 2024.

By this time, you must have achieved – at a minimum – a Certificate Level accreditation against the Australian Service Excellence Standards (ASES). The Certificate Level assesses fundamental business practices and client services to ensure sound and efficient operations and risk management.

Organisations can opt to attain the ASES Award Level to demonstrate excellence and continuous quality improvement.

DCJ has made a commitment to subsidise the accreditation costs for providers with less than \$5m in total annual revenue to gain accreditation the first time. Funding of \$16,000 per organisation is now available through the ASES Support Grant.

### **QIC Standards 'highly equivalent'**

The DCJ has also recognised the QIC Health and Community Service Standards (the QIC Standards) as 'highly equivalent' to that of ASES and can be applied to meet the requirements.

The QIC Standards are more suited to larger organisations that offer multiple service streams. QIP developed and is the exclusive provider of the QIC Standards.

### **QIP is ready to help**

QIP has client support personnel and sector-experienced assessors based in NSW. We are ready to help DCJ-funded service providers meet the government-mandated accreditation requirements by 30 June 2024.

For more information  
or to register for ASES  
accreditation contact QIP

 1300 888 329

 [info@qip.com.au](mailto:info@qip.com.au)

 [qip.com.au/shs](http://qip.com.au/shs)



## The ASES Program

The ASES is a step-by-step accreditation program designed to support community and non-government organisations to effectively manage resources, gain a better understanding of consumer needs, and improve accountability and reporting.

QIP offers two pathways to achieving ASES accreditation:

**ASES Certificate** – assesses fundamental business practices and client services to ensure sound, efficient operations, and risk management.

**ASES Award** – having achieved the Certificate Level, organisations can then opt to attain Award level to demonstrate excellence and continuous quality improvement.

ASES accreditation is valid for three years.

The implementation of ASES accreditation in the NSW homelessness sector will bring it in line with others such as housing, disability, and our-of-home care services.

## ASES accreditation timelines

The time it takes will vary between organisations, based on their prior experience with accreditation. However, as a guide, from first contact with QIP to registration, online self-assessment, and collation of evidence, the process can take up to 18 months to complete. If a quality improvement plan is needed after the external assessment organisations will have up to six months to complete the actions required prior to achieving accreditation.

Achieving accreditation can take up to two years and you are required to have done so by 30 June 2024. The DCJ encourages providers to start the process as soon as possible.



## Why choose QIP ?

QIP can best support your organisation throughout the accreditation process by providing:

- A dedicated QIP Client Liaison Team
- Access to the QIP accreditation hub, which includes:
  - AccreditationPro, our user-friendly self-assessment tool
  - Our extensive online education and resource library containing useful documents such as interpretive guides, customisable templates, fact sheets and checklists and complimentary elearning
- Stay up-to-date with industry and organisational news, helpful tips and your standards information with QIP communications, including periodical e-newsletters advising of any changes to processes, systems, standards or evidence requirements are released
- Marketing collateral to support self-assessment and promoting accredited status – a framed A3 certificate, display stickers, customisable media release and digital files.



QIP | a not-for-profit supporting human services for 25+ years.

We have been an approved ASES accreditation agency for more than 15 years and have worked alongside numerous community and non-government organisations to achieve ASES accreditation.

# Contact us

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